

CHENNAI METRO RAIL LIMITED

Tender No: CMRL/RC/10/2015/13

Date – 23.08.2018



**Invitation of sealed quotation for
Automation of Revenue recording,
Reconciliation, Ticket Media stock
Management and Passenger complaint
management - (web based application) &
(Mobile application)**

Chennai Metro Rail Limited

(A JV of Govt. of India and Govt. of Tamil Nadu)

CMRL Depot, Admin Building, Poonamallee High Road,
(Adjacent to Koyambedu Metro Station), Koyambedu,
Chennai – 600107. TamilNadu.

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**Notice inviting Tender****Tender Notice No: CMRL/OPN/RC/10 /2015 /13**

CMRL invites sealed tender under **single Bid System**, from Competitive Bidders for **Automation of Revenue recording & Reconciliation, Ticket Media stock Management and Passenger complaint management**

The key details are as follows:-

Sr. No.	Particulars	Details
1	Name of the Work	Automation of Revenue recording & Reconciliation, Ticket Media stock Management and Passenger complaint management - (web based application) & (mobile application)
2.	Packet Details	Single bid system shall consist following:- Envelope -I: Earnest Money Deposit, Technical Bid, Qualifying Eligibility Criteria Documents & price schedule(Annexure – D)
3	Earnest Money Deposit	Rs.3,000/- (Rupees Three Thousand Only).
4	Performance Security	Performance Security will be 10% of the value of the contract/P.O.
6	Bid Validity	Bid shall be valid for a period of 180 days from the date of opening of tender.
9	Last date for submission of Tender	11-09-2018 at 15.00 Hrs.
10	Date and Time of Opening of Tender	11-09-2018 at 15.30 Hrs.
11	Last date for submission of queries	Up to 07-09-2018 by email to mgrrev@cmrl.in
12	Authority and place for seeking clarifications, submission of completed Tender Documents and opening of Tender Documents.	JGM (RS&O) , Chennai Metro Rail Limited, Admin Building, CMRL Depot Poonamallee High Road, Koyambedu, Chennai – 600 107, Tamil Nadu Email id – mgrrev@cmrl.in
13	Bidders barred from bidding for this work	Those who are under suspension, debarred, black-listed, by GOI, GOTN, PSUs, Metro Rail Corporations, CMRL or whose contracts were terminated as on date of submission of bid are ineligible to apply for this tender.
14	CMRL Bank Account details :	i. Bank Name : Corporation Bank, Ashok Nagar Branch, Chennai ii. Account No. 510341000054264 iii. IFSC code : CORP0000578

With regards,

S.Satheeh Prabhu
JGM(RS&O)

For & on behalf of CMRL

INSTRUCTIONS TO TENDERERS

1	This tender document encompasses the scope of work, eligibility criteria, selection procedure, instructions, terms and conditions and other associated / related document(s) / Annexure(s).
2	This tender document does not purport to contain all the information that each bidder may require. Bidders are requested to conduct their own investigation / analysis and to check the accuracy, reliability and completeness of the information in this tender document before participating in the tender process. CMRL makes no representation or warranty and shall incur no liability under any law, statute, rules and regulations in this regard. Information provided in this tender document is only to the best of the knowledge of CMRL.
3	Bidders shall read carefully the contents of this document and to provide the required information. Each page of the tender document (including General Conditions of Contract), Addendum (if any), Reply to Query (if any) and other submissions, along with submission of the tender, shall be signed and stamped, as a token of acceptance of terms and conditions of the tender. Any unsigned and unstamped document will not be considered for evaluation. Signature is required to be done by the bidder himself / authorized signatory of the bidder for which a valid Power of Attorney shall be enclosed. All documents shall be submitted in English Language.
4	Each tenderer shall submit only one tender either by himself, or as a partner in a joint venture, or as a consortium. If a tenderer submits, or if any one of the partners in a joint venture, or any one of the members of the consortium participates in more than one tender then all such tenders in which the bidder has participated will be considered invalid.
5	Bidders should provide all the required techno-commercial and associated information and attach supporting documents as earmarked / mentioned duly signed by the bidder / authorized signatory of the bidder and attested by the certified auditors wherever required.
6	For any query from the bidder, CMRL reserves the right not to offer clarifications on any issue raised in a query. No extension of any deadline will be granted if CMRL does not respond to any query or does not provide any clarification.
7	Bidders may clearly note the date and time of submission of tender. Late or delayed tenders will not be accepted. Bidders are reminded that no supplementary material will be entertained by CMRL and techno-commercial evaluation will be carried out only on the basis of submissions received by CMRL by the date / time of the tender submission. However, CMRL may call for any supplementary information, if required.
8	Techno-Commercial Evaluation will help to assess whether the bidder possesses the earmarked techno-commercial / financial capabilities. Bidders will not be considered if they have a poor performance record such as abandoning works, not following statutory requirements, financial failure etc. CMRL reserves the right to approach previous clients of the bidders to verify / ascertain bidder's performance.
9	No Separate techno-commercial and financial bids are required to be submitted by bidder.
10	Bidders shall note that CMRL will not discuss any aspect of the evaluation process. Bidders will deem to have understood and agreed that no explanation or justification of any aspect of the selection process will be given by CMRL and that CMRL's decisions are without any right of appeal / litigation whatsoever. Applicants may note that the selection process will entirely be at the discretion of CMRL.
11	Bidders will not be considered if they make any false or misleading representations in statements / attachments. If any submission is found false or misleading, even at later stage i.e. after completion of the tender process then also CMRL may annul the award, forfeit EMD (if any held with CMRL) and Performance Security (if any available). Further the bidder may be blacklisted for participation in any future tender(s) of CMRL.
12	CMRL will intimate the name of the successful bidder through e-mail

General Conditions of the Contract

1. Tender document:

1.1.	General condition(s) and special condition(s) shall be read and understood thoroughly consistent with the tender document.
1.2.	In the event of any ambiguity or conflict among general conditions, special conditions and scope of work, the order of precedence shall be as follows; <ul style="list-style-type: none"> i. Scope of work ii. Special conditions of contract iii. General conditions of contract

2. Detailed instructions on procedure of submission of bid:

2.1	Sealed Quotation to be forwarded to below mentioned address or submitted in the tender box kept at CMRL, Depot on or before the specified time in the mentioned tender document. Late/delayed tenders by any means shall not be accepted and treated as rejected. No fax or Email copy of the tender will be accepted by CMRL. The tender envelope should be super scribed as “sealed quotation for Automation of Revenue recording & Reconciliation, Ticket Media stock Management and passenger complaint management (web based application) & (Mobile application)”
2.2	The bidder shall fill all mandatory fields indicated by an asterisk (*). All documents indicated to be submitted in ‘cover details’ are to be enclosed without fail.
2.3	Withdrawal of bid: The bidder may withdraw already submitted bid before the bid submission date and time.

3. EMD - Earnest Money Deposit:

3.1	The EMD shall be made payable without any condition to the CMRL. An amount of Rs. 3,000/- (Rupees Three Thousand only) is required to be paid online through NEFT/RTGS to CMRL Bank Account, as bid security. The UTR no. is required to be filled in Mandatory Information for eligibility of the bid (Annexure - A) and same need to be signed and submitted along with the techno-commercial bid.
3.2	All bidders (including those who possess NSIC, SSIC, etc. certificate holders) shall submit proof of payment for EMD along with the bid documents. Any bid document submitted without the EMD in the approved form shall be summarily rejected. No interest is payable by CMRL for the EMD amount.
3.3	Bid securities of the unsuccessful bidders will be returned on or before the 30 th day after the award of the contract.
3.4	The successful bidder’s bid security will be returned after signing of contract by bidder & receipt of performance security.
3.5	The EMD may be forfeited: - <ul style="list-style-type: none"> a. If the bidder withdraw/modify his tender during the period of tender validity. b. In case of a successful bidder fails to: - <ul style="list-style-type: none"> i. Furnish the necessary performance security within the prescribed time limit.

	ii. Commence the work as per terms and conditions of the Tender/CMRL instructions given in the Letter of Acceptance. iii. Enter into the contract agreement within the time limit.
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4. Authorized signatory and address of the contractor:

The signatory of the bidder shall attach an authorization certificate with Annexure-A mentioning:

- a. The proprietor in case of “Sole Proprietor” firm or constituted attorney of such sole proprietor.
- b. One of the partners in the case of a “Partnership” firm/Consortium, in which case he must have authority to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney.
- c. In the absence of such authority all partners shall sign the tender document.
- d. A director or the regional head in case of a limited company or an official of requisite authority in the case of a Government institution, duly authorized by a resolution of the Board of Directors.

5. Payment terms:

Payment shall be made by CMRL in stages.

- a. 10% on submission of non-functional prototype (screen design) of the requirements.
- b. 50% on completion of development and implementation of revenue reconciliation software and ticket stock management module at stations and revenue cell along with reports and acceptance of same by CMRL.
- c. 30% on completion of development and implementation of passenger complaint management system as mobile app and acceptance of same by CMRL.
- d. 10% on completion of warranty support.

6. Jurisdiction:

The court of jurisdiction is Chennai. The English language shall be the official language for all purpose.

7. Acceptance of terms & conditions:

Bidders are requested to submit the sealed and signed copy of this tender document along with quotation as acceptance of all terms & conditions.

8. Quotation submission:

Quotation should be submitted on or before the date & time mentioned below:

<i>Sr. No.</i>	<i>Particular</i>	<i>Schedule of tender opening</i>	
		<i>Date</i>	<i>Time</i>
1.	Last date for submission of bid document	11.09.2018	15:00hrs
2.	Opening of Bid document	11.09.2018	15:30hrs

9. Tender opening & evaluation process:

5.1.	All quotations will be evaluated and compared based on the substantial responsiveness to the technical specification and commercial conditions set out in the bidding documents and fully conforming to the terms and conditions.
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5.2.	The tenderer has to completely fill all the spaces in price schedule in Annexure D and enclose the same.
5.3.	The techno-commercial bids will be opened, on or after the scheduled dates and time.
5.4.	Techno-commercially qualified bids will be evaluated on the “Grand Total” as specified in the price schedule.
5.5.	The work order will be issued to the lowest techno-commercially qualified bidder subject to fulfilling the other requirements specified in this tender document.
5.6.	The Performance Bank Guarantee Bond and Indemnity Bond is needed to be submitted within 30 days from the date of award of tender.
5.7.	No representations will be entertained in the matter of selection of the L1 bidder.
5.8.	CMRL reserves the right to accept or reject any tender without assigning any reason thereof at any stage. CMRL reserves the right to alter the conditions of the tender schedule in appropriate cases, in the interest of CMRL.
5.9.	CMRL reserves the right not to return back or disclose any documents that are submitted along with this tender.
5.10.	If the submitted documents do not meet the tender requirements including checklist as per Annexure E , then the said bidder will not be considered for further process.

Special Conditions of the Contract

1. Software warranty is for the period of 12 months which starts from the date of acceptance of the system by CMRL.
2. During warranty, any kind of reports with the captured data should be configured and given at no extra cost. Any improvement recommended by CMRL to be implemented during warranty with no extra cost.
3. Any bugs and error arrives reported during the warranty period has to be fixed based on the criticality at no cost. **The errors reported may be attended and rectified within the following time frame.**
 - a. Critical errors – 24 hours.
 - b. Non critical errors – 3 working days.
4. Errors must be categorised by the vendor at the handing over of system and further accruing error within warranty period will be considered as critical.
5. All rectification and closing of errors must be done under the presence of CMRL.
6. **Proof of concept:**
 - a. Design and development time will be 30 days from the date of award of tender.
 - b. Development to be started after approval of design by CMRL.
 - c. Installation and testing may be minimum at three places (admin and 2 stations)
 - d. Testing period may be 10 weekdays and may be extended on prior notification through e-mail.
7. **Project duration:**

The project needs to be completed **within 90 days** from the date of award of contract.
8. **Installation:**

To be installed in systems at revenue cell, finance department and at all metro station in operation.
9. **Training:**
 - a. Over view of the system has to be arranged to station controllers and all participants in 2 sessions at admin building.
 - b. On-site training and support has to be given by the vendor for minimum 2 days at each stations and revenue cell.
 - c. Any station opened newly during the warranty period needs to be installed with the software and training needs to be provided for the same with no additional cost.
10. Software (source code) with development environment in soft copy has to be handed over to CMRL, during acceptance of software.

Scope of work

1. Project requirement:

- a. Web based application & mobile based application for revenue reporting and reconciliation system application.
- b. Web based application & mobile based application for Ticket stock management system application.
- c. Mobile based Passenger complaint management system application.

2. Current system:

The station controllers are filling all the daily revenue information's in a excel sheet and sending it to revenue cell. Which is reconciled with automatic fare collection system data and earnings are finalized by revenue cell and further MIS reports are generated.

3. Requirement/solution:

A software (web application) & Mobile based application to be developed which captures daily earnings (fare box and non-fare box) station wise, ticket stock, etc. from station. The data to be processed / reconciled at revenue cell login by comparing with automatic fare collection(AFC) system data and reconciled earnings are to be recorded in revenue cell login.

Reports on earnings, ticket stock are to be generated as per CMRL requirement.

4. Revenue reporting and Reconciliation Process & Ticket Media stock Management

- a. Login creation, deletion and hierarchy management access.
- b. Master entries to add new station/location to be provided to admin.
- c. Shift wise revenue data entry at stations and maintaining modification data log.
- d. Automatic filling of important data such as date, station name, etc. depending upon station IP address.
- e. Submission of data and report generation.
- f. Report generation by date, time, data type and operator – wise.
- g. Option to modify data upon authorization.
- h. Report exporting through document downloads (excel and PDF format).

5. Complaint management system

- a. Station-wise login and tracking of complaints raised.
- b. Multilingual forms – Tamil and English to register complaint. The details of complaint and complainant are to be captured.
- c. Routing of complaint to concern department and notification through e-mail.
- d. Update of Status of complaint
- e. Generation of reports on complaints received and action taken
- f. Dashboard.

6. Hardware (system &TAB) & software requirements for installation, operation and maintenance of application and data to be provided by the bidder as below:

- a. Server – minimum configuration with OS.
- b. Client system - minimum configuration with OS.
- c. Development environment details Etc.

Disclaimer

1. If the tenderers want to mention any specific condition, it should be clearly mentioned on the covering/forwarding letter only, and which shall be placed on the first page of the technical bid. Any special conditions mentioned in any other documents will not be given any consideration.
2. In the event of the contractor backing out/violation of the contract in the midway without any explicit consent of CMRL, the contractor will be liable for the recovery of higher rates vis-a-vis contracted rates, which may have to be incurred by CMRL on procurement of said item by alternative means.
3. Sealed Quotation to be forwarded to below mentioned address or submitted in the tender box kept at CMRL, Depot on or before the specified time in the mentioned tender document. Late/delayed tenders by any means shall not be accepted and treated as rejected. No fax or Email copy of the tender will be accepted by CMRL. The tender envelope should be super scribed as **“Invitation of sealed quotation for Automation of Revenue Reconciliation , Ticket Media stock Management and Passenger complaint management and do not open before 15:30 hrs. on 11.09.2018”**.

Manger (Revenue)

*Chennai Metro Rail Limited,
CMRL depot, Admin Building,
Poonamallee High Road,
(Opp. to Daniel Thomas School)
Koyambedu, Chennai – 107”
E-Mail – mgrrev@cmrl.in;
Contact- [9445868299](tel:9445868299).*

4. It shall be the responsibility of the tenderer to ensure that his tender reaches the designated officer before the deadline of submission. Any tender brought by any person / courier or any tender received through post after this deadline by the designated officer will not be considered.

Amendment of bid document

At any time prior to the deadline for submission of bid, the CMRL may for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the bid document by the issuance of addenda on its official website www.chennaiemtrorail.org or through email. In order to afford the Bidders a reasonable time for taking an addendum into account, or for any other reason, the CMRL may in its sole discretion, extend the Bid due date.

We look forward to receiving your quotations and thank you for your interest.

With regards,

**S.Satheeh Prabhu
JGM(RS&O)
For & on behalf of CMRL**

Note:-

- i. Quotations received after the stipulated time will not be accepted. Bidders are advised to send their sealed bid preferably by courier/post or in person at above address. CMRL will not be responsible for any postal delay.
- ii. If due to any exigency, the due date for opening of tender is declared closed holiday, in such case the tenders will be opened on next working day at the same time or any other day/time as intimated by the CMRL.
- iii. The authorised representatives, who intend to attend the tender opening meeting, are to bring with them authority letter or company identity proof from the corresponding tenderers. In case of non-submission of authority letter or company identity proof, the concerned representative will not be allowed to attend the tender opening meeting.

Mandatory Information for Eligibility of the Bid

The form below should be filled by bidder along with all supporting documents as stipulated in the relevant rows. Failure to adhere to the format will lead to rejection of Bid.

S. No.	Techno-Commercial Criteria	Details (to be filled by the bidder)
1	Name of the Bidder (company)*	
2	Contact person of the Bidder designated for the bid along with Telephone, Fax No. and email ID. *	Name: _____ Contact no. _____ Email: _____ Fax No. _____
3	Full address of the Bidder with Telephone No. and Fax No. *	Address. _____ _____ Contact no. _____ Fax No. _____
5	Details of online transaction (UTR No.) of EMD for an amount of Rs. 3,000/-*	UTR No. _____
6	Specify the legal status of bidder : company / partnership firm / individual *	
10	PAN of the bidder (Please enclose the attested photocopy of PAN card issued by Income Tax Department) *	
11	Bank account details(for return of EMD)*	Bank Name: _____ Address: _____ Beneficiary: _____ Acc. No. _____ IFSC code. _____

12	GST Number of the bidder (Please enclose the attested photocopy of GST Registration Certificate issued by relevant authorities) *	
14	Copy of license under Contract Labour Act, 1970 (If applicable)	
15	Copy of document supporting minimum 3 years' experience in design, Development, implementation & maintenance of web based application and mobile based applications. *	

Note:

1. The details as required in must be submitted with supporting documents as applicable. Failure to submit details is a **disqualification**.
2. Bids with alterations shall be attested by the bidder.

Performance Bank Guarantee Bond

Managing Director,

Chennai Metro Rail Limited

1. In consideration of the “Chennai Metro Rail Limited (CMRL)” having agreed to accept from _____ (hereinafter called “the said contractor/s with address), under the terms and conditions of an Agreement/Acceptance letter dated _____ made between _____ and _____ (hereinafter called “ the said contract agreement”) the Performance Guarantee for the due fulfillment by the contractor/s of the terms and conditions in the said Agreement on production of Bank Guarantee for Rs _____ (Rs. _____ only) we, _____ (indicate the name of the Bank hereinafter referred to as “the Bank”) at the request of _____ contractor/s do hereby undertake to pay the CMRL an amount not exceeding Rs. _____ against any loss or damage caused to or suffered by or would be caused to or suffered by the CMRL by reason of any breach by the said contractor (s) of any of the terms or conditions contained in the said Agreement.

2. We _____ (indicate the name and address of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on demand from the CMRL stating that the amount claimed is by way of loss or damage caused to or suffered by the CMRL by reason of breach by the said contractor/s of any of the terms or conditions contained in the said agreement or by reason of the contractor/s failure to perform the Agreement, any such demand made on the bank shall be conclusive as regards the amount due and payable to CMRL under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____.

3. We undertake to pay to the CMRL any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier (s) in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute any unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Contractor (s)/suppliers (s) shall have no claim against us for making such payment.

4. We, _____ (indicate the name and address of the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement, including Maintenance/Warranty Period, and that it shall continue to be enforceable till the dues of the CMRL under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till _____ office/Department CMRL certifies that the terms and conditions of the Agreement have been fully and properly carried out by the said contractor (s) and accordingly discharged this guarantee, unless a demand or claim under this guarantee is made on us in writing on or before _____ (date of completion + 6 months) we shall discharged from all liability under this guarantee thereafter.

5. We, _____ (indicate the name and address of the Bank) further agree with the CMRL that the CMRL shall have the full liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor (s) from time to time or to postpone from any time or from time to time any of the powers exercisable by the CMRL against the said contract and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the contractor/s or for any forbearance act or omission on the part of the CMRL or indulgence by the CMRL to the said Contractor(s) or such any matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This Guarantee will not be discharged due to the change in the constitution of the bank or the Contractor(s) Supplier(s).

7. We, _____ (indicate the name and address of Bank) undertake not to revoke this guarantee during its currency except with the previous consent of the CMRL in writing. This Bankers Guarantee payable at a designated Bank Branch located in Chennai.

Date this _____ day of _____ 2018.

For _____

(The name of Bank)

Seal of the Bank

Witness 1: Name and address

Witness 2: Name and address

INDEMNITY BOND

This Indemnity is made and executed at _____ on this _____ day of _____ 2018 by
M/s. [Thiru/Tmt/Selvi] _____ represented by its Managing Director,
_____, son of _____ having administrative Office at _____
hereinafter called INDEMNIFIER – CONTRACTOR AND IN FAVOUR OF (name and address)
_____ hereinafter called INDEMNIFIED –Chennai Metro Rail Limited (CMRL),

The terms ‘INDEMNIFIER-CONTRACTOR’ and the ‘INDEMNIFIED – CMRL’ unless repugnant to the context shall mean and include legal representatives, successors, executors and administrators.

I hereby **irrevocably agree to indemnify and keep harmless** the CMRL from and against all claims and proceedings, actions, suits, claims, damages, losses, expenses and demands of every nature and description, by reasons of any act or omission by myself or by my representative or by my employees in the execution of the works. This indemnification obligation include but not to be limited to claims, damages, losses, damage-proceedings, charges and expenses which are attributable to

- a. Sickness or disease or death or injury to any person, and
- b. Loss of, or damage to, or destruction of any property including consequential loss or use, and
- c. Loss or damage or costs arising from the carriage of materials, or any subcontractor or any tier.

All sums payable by way of compensation under these conditions shall be considered reasonable compensation payable to CMRL without reference to actual loss or damage sustained and whether or not any damage shall have been sustained. The decision of CMRL as to compensation claimed shall be final and binding.

IN WITNESS whereof, the Contractors have put their signatures in the presence of the witnesses.

(Name, signature of Managing Director/Managing Partner, date& address of Contractor)

1. WITNESS : NAME & ADDRESS

2. WITNESS: NAME & ADDRESS

Price Schedule

Sr. No	Item	Rate for quotation (in Rs.) (A)	GST		Rate for quotation (in Rs.) including taxes (C=A+B)	Total Amount (in Rs.) including taxes and other charges for requirement (E = C+D)
			In %	In Rs. (B)		
1.	<i>Design, development and implementation of a)Revenue reporting and reconciliation software-Web app& Mobile APP</i>					
	<i>b)Ticket stock management software –Web app& Mobile APP</i>					
	<i>c) Passenger complaint management system – Mobile app</i>					
2	<u><i>Total amount including taxes and all other charges</i></u>	<u><i>(in figures in Rs.)</i></u>				
		<u><i>(in words in Rs.)</i></u>				

Note: :i.

- i. GST as applicable will be reimbursed by CMRL on submission of original receipt /challan by the Licensee.
- ii. The price quoted is inclusive of **one year warranty** obligation.

Signature & Stamp of the Bidder

Date:

Check List For Document Attached

S.No	Document Name	Yes/No	If 'No' Reason
1.	Sign and sealed tender document		
2.	Annexure -A - Mandatory Information for Eligibility of the Bid		
3.	Annexure -D – Price schedule		
4.	attested photocopy of PAN of the bidder		
5.	attested photocopy of GST Registration Certificate		
6.	Copy of license under Contract Labour Act, 1970 (If applicable)		
7.	Experience certificate of previous works		